

## SOCIAL AND HEALTH CARE OVERVIEW AND SCRUTINY COMMITTEE

<b>Date of Meeting</b>	16 <sup>th</sup> December 2019
<b>Report Subject</b>	Extra Care in Flintshire
<b>Cabinet Member</b>	Cabinet Member for Social Services
<b>Report Author</b>	Chief Officer (Social Services)
<b>Type of Report</b>	Operational

### EXECUTIVE SUMMARY

To provide an update on the three operational extra care schemes and the fourth scheme which is due to open in mid-February 2020.

The development of extra care schemes in the county has been an explicit priority in Flintshire's Improvement Plan and Housing Strategy.

Extra care housing is a popular choice for older people as it provides independent living with the added benefits of onsite care and support which is flexible around the individuals care and support needs; this housing choice, for some people, is a real alternative to residential care. Supporting an individual in extra care is more cost efficient than residential care for the Social Services department, which is responsible for ensuring an individual's care needs are met.

The local authority has three successfully operational schemes: Llys Eleanor shotton, Llys Jasmine in Mold and recently opened Llys Raddington in Flint. The fourth scheme, Plas yr Ywen, is scheduled to open its doors on the 24<sup>th</sup> February 2020.

### RECOMMENDATIONS

1	That Members note the updates from the four extra care schemes and continue to support the Extra Care strategy in Flintshire.
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## REPORT DETAILS

1.00	<b>EXPLAINING EXTRA CARE IN FLINTSHIRE</b>
1.01	As part of our demand management for an aging population with care and support needs Flintshire embarked on an extra care strategy, through partnership working with local Registered Social Landlords (RSL).
1.02	<p>Extra care provides independent living and greater housing choices for older people in Flintshire; apartments can be rented (and in some cases purchased) to people typically aged 60 years plus, who have care and support needs. Facilities within extra care schemes usually include:</p> <ul style="list-style-type: none"> <li>• Mix of one and two bedroom apartments, with contemporary fitted kitchens, walk-in shower rooms, lounge, dining room and balconies/ Juliette balconies.</li> <li>• Dementia friendly design</li> <li>• On-site care and support team</li> <li>• Restaurant</li> <li>• Lounge/ library, seating areas and activity rooms</li> <li>• Assisted bathrooms</li> <li>• Telecare and assistive technology</li> <li>• Guest and staff accommodation</li> <li>• Office and reception areas</li> <li>• Electric buggy store and laundry room</li> <li>• Parking and ambulance drop-offs</li> <li>• Courtyards and garden areas</li> </ul> <p>Flintshire's extra care model is very successful as it promotes a person's independence but is flexible if the individual's needs change.</p>
1.03	Flintshire Social Services' Extra Care Team delivers the on-site care and support for all extra care schemes in Flintshire. The team includes a core staff team for the daytime shifts along with a waking night care model. The care and support staff are professional, qualified and have received relevant training such as dementia, reablement and telecare training. The care and support provided by staff follows the Progress for Providers model, which aims to raise the quality of life of individuals by delivering person-centred and outcomes focused care and support.
1.04	In addition to the care and support staff, Flintshire Social Services employs a Manager, Senior, Administrator and Activities Co-ordinator for each scheme to manage the delivery of the care and support within each scheme.
1.05	The RSL are responsible for the maintenance and operation of the building and they employ the Housing Manager, catering, cleaning and maintenance teams.
1.06	The current extra care schemes have all been very successful. They remain oversubscribed and are immensely popular by older people in Flintshire. They are seen to provide a supported accommodation solution that exceeds other forms of provision.
1.07	Here is an overview of the current schemes in Flintshire:

1.08	<b><u>Llys Eleanor, Shotton Extra Care</u></b>
1.09	<p>Llys Eleanor was Flintshire's first extra care scheme, which was opened in February 2009, developed by Clwyd Alyn in partnership with Flintshire Social Services. The scheme has the following specific facilities in addition to the above:</p> <ul style="list-style-type: none"> <li>• 50 one and two bedroom apartments – with a purchase option available</li> <li>• Cinema room, fully equipped gym</li> <li>• Hair salon</li> </ul>
1.10	Currently, there are 55 individual's living in Llys Eleanor with 210 hours of care and support being provided each week.
1.11	<b><u>Llys Jasmine, Mold Extra Care</u></b>
1.12	<p>Llys Jasmine, our second innovative extra care scheme, opened its doors in October 2013. It was developed by Wales &amp; West Housing in partnership with Flintshire Social Services for individuals 65 years old plus with a care and support need. The scheme provides the following specific facilities in addition to the above:</p> <ul style="list-style-type: none"> <li>• 63 one and two bedroom apartments and bungalows, including;</li> <li>• 15 apartments are specifically designed for people with dementia/ memory loss – located on the memory floor.</li> <li>• Close to the town centre of Mold</li> <li>• Hair salon</li> </ul>
1.13	Currently, there are 73 number of individual's living in Llys Jasmine with 300 hours of care and support being provided each week.
1.14	<b><u>Llys Raddington, Flint Extra Care</u></b>
1.15	The £9 million Llys Raddington scheme is the most recent scheme to open in November 2018. It is another partnership between Clwyd Alyn and Flintshire Social Services.
1.16	<p>The scheme provides the following specific facilities in addition to the above:</p> <ul style="list-style-type: none"> <li>• 73 one and two bedroom apartments, including;</li> <li>• 15 apartments are specifically designed for people with dementia/ memory loss, located on the memory floor.</li> <li>• Central town centre location, close to Jade Jones Pavilion, newly opened Health Centre and Flint Library</li> </ul>
1.17	Currently, there are 81 number of individual's living in Llys Raddington with 515 hours of care and support being provided each week.
1.18	Flintshire, with partners recently held the official opening of the scheme, on the 1 <sup>st</sup> November 2019, which was opened by Hannah Blythyn AM and Deputy Minister for Housing; she was joined by tenants, their families, staff, colleagues involved in the development of the scheme and key local members of the community for an afternoon of celebrations to mark the occasion.

1.19	<b><u>Plas yr Ywen, Holywell Extra Care</u></b>
1.20	Plas yr Ywen is the next scheme to be developed in Flintshire; the construction commenced in summer 2018 and is scheduled to be completed in January 2020. The move-in of tenants is planned to begin on the 24 <sup>th</sup> February 2020.
1.21	This £10m development is a partnership between Wales and West Housing Association and Flintshire Social Services for individuals 50 years old plus with a care and support need. The scheme provides the following specific facilities in addition to the above: <ul style="list-style-type: none"> <li>• 55 one and two bedroom apartments</li> <li>• 7 apartments are specifically designed for people with dementia/memory loss, located on the memory floor.</li> <li>• Central town centre location, close to the Holywell Community Hospital, a GP practice and pharmacy.</li> <li>• Private gardens and woodland walks</li> <li>• Multi-purpose communal space</li> </ul>
1.22	Almost 200 enquiries were received for the scheme and to date there have been 33 apartments provisionally allocated from 55 approved individuals, with further allocation panels arranged.
1.23	Recruitment for this scheme has been successful, with in excess of 50 applications for the care and support team in the first round we are currently finalising all offers of employment.
1.24	<b><u>Further developments</u></b>
1.25	Based on the success of extra care to date coupled with the projected needs of an aging population, Flintshire could accommodate a further scheme at some point in the future if the right location was to become available for development.

<b>2.00</b>	<b>RESOURCE IMPLICATIONS</b>
2.01	Both RSLs have utilised Intermediate Care Funding (ICF) and other Social Housing Grants, Housing Finance Grants and self-financing models to implementation of all our existing schemes.
2.02	The RSL and Flintshire Social Services is responsible for its own operational costs, as highlighted above.  The delivery of the care and support in all 3 operational schemes is funded by base budget with in Social Services.

<b>3.00</b>	<b>IMPACT ASSESSMENT AND RISK MANAGEMENT</b>
3.01	All schemes have a governance structure in place. Risks are managed by operational colleagues and escalated to Senior Managers when and if required.

The delivery of extra care schemes in Flintshire needs to respond to the changing needs of individuals, from assessment to move-in and ongoing. This is managed by the Community Support Team but does result in the care and support hours being responsive and adjusted accordingly. This can and does impact on the capacity of the in-house Community Support Team; however, one of the advantages of Flintshire delivering the care and support is that it can draw on support from the wider community support staff in times of need so that we maintain flexibility to support everyone in extra care.

The recruitment of care and support staff, has historically been problematic due to the small workforce pool, lack of awareness or recognition of the roles and the risk of destabilising the private market. However, following a review of our recruitment and the launch of new initiatives such as, WeCare campaign and the values based recruitment work, we have seen an increase in the number of new and returning candidates to the profession.

**Ways of Working (Sustainable Development) Principles Impact**

Long-term	<u>Positive impact</u> To help individual's live their best lives.
Prevention	<u>Positive impact</u> To promote and maintain independence of older people living in Flintshire, making them more resilient and supported by the wider community.
Integration	<u>Positive impact</u> All tenants are welcomed into the scheme with the strong ethos of inclusion.
Collaboration	<u>Positive impact</u> Flintshire Social Services works collaboratively with its RSLs to deliver extra care at an operational and strategic level.
Involvement	<u>Positive impact</u> Tenants, their families, the wider community and other stakeholder partners are involved in the planning and development of extra care in Flintshire, as well as the ongoing service development.

**Well-being Goals Impact**

Prosperous Wales	<u>Positive impact</u>
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		Staff are trained and aware of the environmental impacts of the scheme, know how to reduce the schemes impact and encourages tenants and families/ visitors too.
	Resilient Wales	<i>No impact</i>
	Healthier Wales	<u>Positive impact</u> An individual's physical and mental well-being is maximised so that tenants can live independent and happy lives within extra care.
	More equal Wales	<u>Positive impact</u> Tenants are assessed and supported to achieve their potential, including facilitates that maximises independence.
	Cohesive Wales	<u>Positive impact</u> Extra care schemes are well-connected with their local communities and facilities which promotes inclusion and community networks.
	Vibrant Wales	<u>Positive impact</u> Individuals are support which respects their heritage, culture and language of choice. The Welsh language is promoted within the schemes and individuals are encouraged to utilise their choice.
	Globally responsible Wales	<i>No impact</i>

<b>4.00</b>	<b>CONSULTATIONS REQUIRED/CARRIED OUT</b>
4.01	All extra care developments included thorough consultations as part of their development and implementation. Local community, Town Councils, local Members, potential tenants and specialist experts such as engineers were listened to and informed the design of every scheme.
4.02	All scheme utilised a marketing plan for the promotion of the scheme and to generate interest from potential tenants. However, due to word of mouth and greater knowledge and understanding of extra care facilities in Flintshire, the schemes self-market which is evidenced by a continuous waiting list for all schemes.
4.03	Flintshire Social Services continuously seeks feedback from tenants on their care and support, with a view to support individual's to live their best life; all feedback is used to inform future service developments.

	<p>Feedback to date from tenants and families in all scheme have been really positive on the whole; compliments include the quality of accommodation and facilities, partnership working and care and support provided. Here are a couple of compliments to illustrate feedback being received:</p> <p><i>“I couldn't be happier with your care at Llys Raddington everything has surpassed my expectations and I know mum is going to be safe and happy there... Mum seems to have improved physically in the one week I was there with her, she is walking more and standing more upright, she is ready to try anything again and is thriving on the company, these are all the things I was hoping for but had not expected such immediate results”</i></p> <p><i>“I can't tell you how much you have done for my Aunt and myself. It goes far beyond anything we expected. The staff are so lovely and friendly, it has made a hard move feel so much like the perfect one. A big weight has been lifted from my shoulders and I know the care you give is wonderful”</i></p> <p><i>One gentleman has invited staff for nibbles and drinks in his (and his wife's apartment), he's invited many people that live here over a couple of days. He said he's had a new lease of life since living in Llys Raddington; he has even been out on his push bike (something he hasn't done for over 40 years).</i></p>
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<b>5.00</b>	<b>APPENDICES</b>
5.01	None

<b>6.00</b>	<b>LIST OF ACCESSIBLE BACKGROUND DOCUMENTS</b>
6.01	None

<b>7.00</b>	<b>CONTACT OFFICER DETAILS</b>
7.01	<p><b>Contact Officer: Susie Lunt, Senior Manager: Integrated Services, Adults Lead</b></p> <p><b>Telephone: 01352 701407</b>  <b>E-mail: <a href="mailto:susie.lunt@flintshire.gov.uk">susie.lunt@flintshire.gov.uk</a></b></p>

<b>8.00</b>	<b>GLOSSARY OF TERMS</b>
8.01	<b>Extra Care Scheme</b> – extra care schemes provide independent living and greater housing choices for older people in Flintshire; apartments can be rented (and rented in some cases) to people aged typically aged 60+ who have care and accommodation needs. Schemes have a range of apartments and facilities that promote independent and social interactions.
8.02	<b>Housing Finance Grants:</b> repayable funding made available by the Welsh Government to assist RSL in financing the development of projects

	delivering affordable housing across Wales, including extra care housing for older people.
8.03	<b>Intermediate Care Funding:</b> The aim of the 2016-17 intermediate care fund (ICF) is to drive and enable integrated working between social services, health and housing and the third and independent sectors. The focus of the intermediate care fund in 2014-15 and 2015-16 has been on integrated working to help avoid unnecessary hospital admissions, or inappropriate admission to residential care, as well as preventing delayed discharges from hospital.
8.04	<b>Registered Social Landlord (RSL):</b> The vast majority of <b>Registered Social Landlords</b> are also known as Housing associations. Housing associations are independent, not-for-profit organisations that are registered with the government to provide homes for people in housing need.
8.05	<b>Social Housing Grants:</b> funds housing schemes that meet local needs and priorities as identified by local authorities.
8.06	<b>Supported Living</b> - Housing and support that is built around a person, allowing them to choose where they live, with whom and how they are supported.